



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Taylor Roofs

**NUMBER OF FEEDBACK FORMS RECEIVED: 208 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7**

The following feedback forms have been completed by previous customers, rating their experience of dealing with Taylor Roofs.

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> February 2021			
	Total cost of work: £186			
	Description of work: Repoint around one brick			
	Comments: They cancelled 3 times before actually showing up. When they did show up, they spent 15 minutes at my property, then left without saying anything and with no explanation of the work they did (on the outside of the house on the first floor, so difficult for me to see). They charged way too much for the job they did and given the negligible costs for materials (small amount of cement). Overall, horrible value for money and unprofessional (rude and condescending during our email communication).			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	1	5	3	8

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> February 2021			
	Total cost of work: £450			
	Description of work: Replacing vent in attic.			
	Comments: Very professional and organised.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> February 2021			
	Total cost of work: £3050			
	Description of work: New dry verge system, hip system and vent tiles. Plus clean both house roof and garage roof (17 years worth of moss was removed).			
	Comments: I'd highly recommend Taylor Roofs. Good communication from booking quote, getting an assessment of work required, winter weather short delay, confirmation of when the job would happen, update at key points through job and follow up at end. The work took 3 guys the best part of a day and then a team of 8 the next day. Very impressed, good workers. Price inclusive of materials and VAT.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> January 2021			
	Total cost of work: £750			
	Description of work: Roof repair.			
	Comments: Job was well appraised and costed. Tradesmen were a credit to their company and profession. They were punctual courteous and knowledgeable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> January 2021			
	Total cost of work: £3328.80			
	Description of work: Repair to broken soffits front and back of house. UPVC cladding added to soffits. New gutters front and back. New downpipes at front. Back downpipes painted.			
	Comments: Above took 3 days of hard work by two men, plus a third man on third day. They always arrived when they said they would and kept me informed at every stage of the work. They tidied up after the work and the quality of the whole job is outstanding. I can happily recommend Taylor Roofs and they would be my first choice for any future roofing work needed.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 6<sup>th</sup> January 2021</p> <p>Total cost of work: £1238.40</p> <p>Description of work: Replacing the roof back valley. The work involved removing tiles around the valley, removing existing valley, cutting and altering all the tile battens at the valley to suit new GRP valley, laying new breathable felt to the valley, installing new GRP valley with lead saddles and eaves detail, reinstalling valley tiles, including replacing broken tiles.</p> <p>Comments: The work was carried out to a high standard and to the agreed timescales. The work was carried out in a professional manner and the workmen on-site kept me advised all day as the work progressed. Photographs were shown to me on the conclusion of the job of the damaged area of the roof which had been causing our roof leak and an explanation was given of the precise work carried out. We have used Taylor Roofs before for work on our roof and would have no hesitation in recommending them.</p>			
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 17<sup>th</sup> December 2020</p> <p>Total cost of work: £5076</p> <p>Description of work: Replaced fascias and soffits.</p> <p>Comments: This is the second time of using Taylor Roofs. This latest job was the replacement of the soffits and fascias. Daniel and Ryan who carried out the work were friendly, polite and hard working. Each day they arrived promptly and completed within the estimated timescale of 5 days. They tidied up as they went along and left the premises in a clean state on departure. I would have no hesitation in using Taylor Roofs again.</p>			
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 7<sup>th</sup> December 2020</p> <p>Total cost of work: £1000</p> <p>Description of work: Removing moss from main roof plus extension, and applying fungicide to delay regrowth.</p> <p>Comments: Despite the fact it had snowed that morning and the weather was cold, the guys arrived on time and completed the work within 1 day. They took good precautions to reduce any mess on the paths surrounding my property, and kept me informed as to their progress throughout the day. Efficient work from initial survey, through the office updating me about when the work would take place, the work actually being done, to the final invoice being sent on time on completion of the work.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	9	9	10	9

ONLINE FEEDBACK PROVIDED	<p>Date received: 30<sup>th</sup> November 2020</p> <p>Total cost of work: £10,944</p> <p>Description of work: Full roof replacement.</p> <p>Comments: An excellent job from start to finish. A full discussion about what we wanted done, followed by a very detailed written quote. Communication throughout excellent, with regular courtesy calls and clear information about the start date. The job was started exactly when planned, and completed within the agreed timescale. We are very happy with the finished roof, and the team cleared up carefully at the end of the job. We have already recommended them to a friend.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> November 2020			
	Total cost of work: £700			
	Description of work: New guttering, realigned guttering, repair to rear fascia, replacement of missing garage tile and new fixture to garage downpipe.			
	Comments: Although we had to wait a long while, 3 months to get the work done, due to weight of work orders, when the work was done it was done efficiently even in inclement weather. The work completed was explained even down to camera phone images. The two roofers were polite, tidied up after their work and seem to have done a satisfactory job at this stage.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> November 2020			
	Total cost of work: £7010			
	Description of work: Full roof replacement.			
	Comments: An easy process from requesting a quote to completion of the job. A very friendly firm to deal with and the office (Demi) was good at keeping us up to date with all the works being carried out. The job was completed within the timescale (3 days) and the roof (inside and out) looks great. Would highly recommend Taylor Roofs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	8

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> October 2020			
	Total cost of work: £198			
	Description of work: Replace broken roof tile and missing eaves tray and redux dry verge plus install fixtures for high level lighting.			
	Comments: Reasonable price and a good job, friendly team willing to take the time needed. Will go straight back for any future work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 30<sup>th</sup> September 2020</p> <p>Total cost of work: £1800</p> <p>Description of work: Complete removal of moss on entire detached property roof. All gutters cleaned and a fungicidal treatment applied to limit any further moss. Also had front gutter removed, realigned and securely fixed to enable water run off to downpipe.</p> <p>Comments: The team from Taylor Roofing have carried out first class excellent service from start to finish, including quotation, start date for works and completion of our job. This entailed full moss removal of entire roof on detached residential property, cleaning all gutters, replacement of two roof tiles, and fungicidal treatment applied. Also had part of gutter replaced, and full tidy up of site when works completed. Highly recommend this company for all your roof requirements.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 21<sup>st</sup> September 2020</p> <p>Total cost of work: £5538</p> <p>Description of work: Full roof replacement.</p> <p>Comments: Showed up on time, quoted me accurately and honestly about my options, worked efficiently and fulfilled everything promised - fantastic trader to use.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> September 2020			
	Total cost of work: £1400			
	Description of work: Repair and alignment of misaligned roof on extension, repair of leaking flat former roofs, installation of Velux windows.			
	Comments: Inspected everything thoroughly, gave honest opinion on what work needed done. gave a quote and explanation of all work, ensured we weren't hit with nasty surprise costs! done an amazing job, way above my expectations! I'd recommend to anyone looking for honest, great workmanship at a very fair price.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 <sup>th</sup> August 2020			
	Total cost of work: £384			
	Description of work: Replace roof tiles and lead flashing.			
	Comments: Very professional company with excellent communication from start to finish. Completely trustworthy and gave honest appraisal regarding state of roof confirming only work required was as I had pointed out. None of the usual sharp intakes of breath and shaking of heads with horror stories about state of roof and false consequences if not sorted. Highly recommend and would use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 10 <sup>th</sup> August 2020			
	Total cost of work: £2100			
	Description of work: The work undertaken was to put a slope on a flat roof to ensure water wouldn't pool on it and make sure the false window in my attic was sealed correctly to stop birds from getting in.			
	Comments: I found the people friendly and professional and I'm very happy with their work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> August 2020			
	Total cost of work: £252			
	Description of work: Repair of leaking flat roof.			
	Comments: I've used Taylor Roofs twice now. Once for a large job, replacement of flat roof coating c £9k, and a more recent job costing £252. Both times customer service, quality of work and reliability have been excellent.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	9	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> August 2020			
	Total cost of work: £614.40			
	Description of work: Dry verge system installation.			
	Comments: Taylor Roofs were supposed to come in August but found a slot for us Mid July, while we were away on holiday. As they didn't require access they completed the job in my absence. I came back to find a top quality job which I was extremely pleased with. I would have no hesitation in recommending them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ <u>1,000</u>  Description of the work undertaken: <u>REPLACE EXISTING CAST IRON GUTTERS</u> <u>PAINT NEW GUTTERS AFTER INSTALLATION</u>  Your comments: <u>PROMPT RESPONSE TO ORGANISE VISIT</u> <u>JOB DELAYED DUE TO COVID-19 PANDEMIC, BUT KEPT INFORMED BY TELEPHONE AND EMAIL.</u> <u>JOB COMPLETED ON-TIME, VERY HIGH STANDARD OF WORK.</u>	Date received: 29 <sup>th</sup> July 2020			
	Total cost of work: £1000			
	Description of work: Replace existing cast iron gutters. Paint new gutters after installation.			
	Comments: Prompt response to organise visit. Job delayed due to Covid-19 pandemic, but kept informed by telephone and email. Job completed on-time, very high standard of work			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10



Total cost of the work £ <u>550.00</u> <hr/> Description of the work undertaken: <u>REPLACE NEW GUTTERS AT REAR OF HOUSE &amp; FIX LEAK AT THE FRONT OF HOUSE</u> <hr/> Your comments: <u>TOTALLY SATISFIED WITH WORK DONE</u> <hr/>	Date received: 24 <sup>th</sup> July 2020 Total cost of work: £550 Description of work: Replace new gutters at rear of house and fix leak at the front of house. Comments: Totally satisfied with work done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>6316.80</u> <hr/> Description of the work undertaken: <u>REMOVAL &amp; REPLACEMENT OF TILE ROOF, INCLUDING FASCIAS, RHONES.</u> <hr/> Your comments: <u>VERY PROFESSIONAL, TIDY WORKMANSHIP, COMPLETED WITHIN TIMESCALE. YOU COULD SEE THEY WERE VERY CAPABLE AND KNEW THEIR JOBS WELL.</u> <hr/>	Date received: 24 <sup>th</sup> July 2020 Total cost of work: £6316.80 Description of work: Removal and replacement of tile roof, including fascias, rhones. Comments: Very professional, tidy workmanship, completed within timescale. You could see they were very capable and knew their job well.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> July 2020 Total cost of work: £4650 Description of work: Removed old roof tiles, felt, sarking and guttering on extension. Replaced with new. Re-pointed ridge tiles on main roof. Comments: Very satisfied with the completed job. Roofers Adam & Chris had a very professional attitude and completed the job in specified time. Excellent work. I have no hesitation in recommending Taylor Roofs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ 582 <hr/> Description of the work undertaken: Fascia, verge, gutter works <hr/> <hr/> <hr/> Your comments: The men worked hard and were very tidy and both were helpful and pleasant.	Date received: 2 <sup>nd</sup> July 2020 Total cost of work: £582 Description of work: Fascia, verge, gutter works. Comments: The men worked hard and were very tidy and both were helpful and pleasant.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	10	10

Total cost of the work £ 6999.98 <hr/> Description of the work undertaken: FULL ROOF REPLACED CHIMNEY REMOVED AND VENT INSERTED. TILED VENTS INSERTED ON BOTH SIDES OF ROOF. SKIP REMOVED QUICKLY SCAFFOLDING REMOVED DAY AFTER. <hr/> Your comments: PROBABLY A LITTLE MORE EXPENSIVE BUT WORTH THIS AT THE TIME OF QUOTE IN MY ESTIMATION WELL WORTH THE EXTRA 2 1/2 DAYS TO COMPLETE I WOULD RECOMMEND THIS COMPANY ANYTIME	Date received: 2 <sup>nd</sup> July 2020 Total cost of work: £6999.98 Description of work: Full roof replaced, chimney removed and vent inserted. Tiled vents inserted on both sides of roof. Skip removed quickly, scaffolding removed day after. Comments: Probably a little more expensive but was told this at the time of quote in my estimation. Well worth the extra 2 1/2 days to complete. I would recommend this company anytime.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 288 <hr/> Description of the work undertaken: ROOF REPAIRS, GUTTER CLEANING <hr/> <hr/> <hr/> Your comments: A JOB WELL DONE IN DIFFICULT CONDITIONS (VERY WET)	Date received: 2 <sup>nd</sup> July 2020 Total cost of work: £288 Description of work: Roof repairs, gutter cleaning. Comments: A job well done in difficult conditions (very wet).			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	8

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> July 2020			
	Total cost of work: £1033.20			
Description of work: Repair of roof ridge.				
Comments: Great service, very helpful staff.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	9

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> June 2020			
	Total cost of work: £792			
Description of work: Roof maintenance to rear conservatory roof and replacement of rear guttering to main building.				
Comments: Work carried out as per agreement with all waste material cleared up by two very professional roofing engineers.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> June 2020			
	Total cost of work: £96			
Description of work: Securing a ridge tile that had come off the roof.				
Comments: Noticed a ridge tile had come off but still lying on the roof. Called Taylor Roofs on a Wednesday. I mentioned I was concerned about the loose tile on the roof in case it fell off and hurt someone. Lady I spoke to suggested taking photos of the problem and emailing them to her to get a faster quote. Quote received that same day and the guys came out on Friday of the same week to fix it. Efficient service, pleasant workers. Would not hesitate to use them again.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 22<sup>nd</sup> June 2020</p> <p>Total cost of work: £486</p> <p>Description of work: Replacement of dislodged ridge tiles.</p> <p>Comments: Would highly recommend, job checked and quote given promptly. Was booked in and work was carried out quicker than expected to a high standard. Friendly staff and quality work.</p>			
	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>9</p>	<p>10</p>	<p>10</p>	<p>10</p>